

Office of the Assistant Secretary of Defense (Health Affairs)
TRICARE Management Activity

Active Surveys Conducted by Defense Health Cost Assessment and Program Evaluation

Updated: 2 July 2013

For a list of all valid DoD information collections, go to web link at

http://www.dtic.mil/whs/directives/corres/intinfocollections/active_RCS_for_web.pdf

Once you access this link, you can quickly locate the survey by typing a few key words in to the search box.

SURVEY NAME	PURPOSE	Who take's part in the survey	How is it given?	How long is the Survey ?	Contractor/ Agency conducting survey	DoD RCS License Number *
Health Care Survey of DOD Beneficiaries (HCSDB)	Designed to collect data on beneficiary views of military health care delivery regarding satisfaction with health care, health status, use and source of care, insurance and attitudes and knowledge of TRICARE	TRICARE beneficiaries world-wide (adults and children) eligible for military health care	Ongoing Mail & Web survey fielded three times a year	About 100 multiple choice questions on 25 pages that takes about 25 minutes to complete	Altarum Institute/ Synovate, Inc.	RCS: DD-HA(A) 1942
TRICARE Outpatient Satisfaction Survey (TROSS)	Designed to collect data on beneficiary views of outpatient care recently received within the direct care system as well as within CONUS purchased care network	TRICARE beneficiaries who received direct or purchased care as an outpatient during the survey period.	Ongoing Mail Telephone Interviews Web once a month	About 49 multiple choice questions that takes about 15 minutes to complete	Altarum Institute/ Data Stat/ Data Recognition Corporation	RCS: DD-HA(M)2292
TRICARE Inpatient Satisfaction Survey (TRISS)	Designed to collect data on beneficiary views with their recent hospitalization experience. Assess satisfaction with healthcare services in an inpatient setting Med/Surg and OB	TRICARE beneficiaries who received direct or purchased care as inpatients during the survey period.	Ongoing Mail Telephone Interviews Web	About 40 multiple choice questions that takes about 10 minutes to complete	Altarum Institute/ Data Stat/ Data Recognition Corporation	RCS: DD-HA(A) 2076
Surveys of experiences with TRICARE Managed Care Support Contractors to include TRICARE Mail Order Pharmacy, TRICARE Dental Program, TRICARE Dual-Eligible Fiscal Intermediary Contract (Medicare claims processing), and the Regional Health Care Support Services contractors	Designed to collect data on beneficiary user satisfaction with MCSC services; part of performance incentive awards review	TRICARE beneficiaries who received purchased care services through one of these contractors during the survey period.	Ongoing Telephone Interviews each quarter	About 10 questions that takes 6 minutes to complete	Zogby International	RCS: DD-HA(M)2185

Survey of Civilian Provider Acceptance of and Beneficiary Experience Accessing TRICARE Standard or Extra	4-year study designed to collect data on the number of providers who accept TRICARE standard patients, any new patients (of any insurer), new Medicare patients, the reasons for not accepting TRICARE Standard or Medicare.	Randomly selected civilian physicians (MDs and Dos) and non-physician behavioral health providers in selected locations each year.	Ongoing Telephone Interviews	Provider Survey: About 20 questions that take 5 minutes to complete. Beneficiary Survey: About 90 questions that take 20 minutes to complete.	Altarum Institute/ Synovate	OMB 0720-0031
Health Related Behaviors Survey	Designed to collect data on the health behaviors of military personnel to facilitate evaluation of policies and programs	Active and Reserve Service Members (except recruits, Service academy students and selected others)	Ongoing Internet and on-site data collection; with mail to remote sites	About 100 multiple choice questions that takes 60 minutes to complete	RTI International (Reserve) and ICF International (AD SM)	On-Site/Mail: DD-HA (AR)2189 Internet: DD-HA(AR)2226
Telephone Survey of Service Members Health Care Experience Post Operational Deployment	Establish a mechanism to assess the health care experiences of Service Members following return from Operational Deployment and provide actionable information to the Services.	AD only (to include Guard and Reserve) who have returned at least once from an operational deployment	Ongoing quarterly telephone interviews	About 40 questions that takes about 13 minutes to complete	Altarum Institute/ DataStat	RCS: DD-(HA) (M) 2276
Preventive Health Survey	Designed to collect data on TRICARE Prime West region enrollees' views, beliefs and preferences about preventive health care screening, specifically breast, cervical and colon cancer screenings.	TRICARE West Region Prime enrollees between ages 21 and 65.	Telephone Interviews	About 40 multiple choice questions that takes about 10 minutes to complete	Zogby Analytics	RCS: DD-HA(A) 2525
TMA DHCAPE Opinion Research Panel	Designed to collect data on Active Duty Service members' satisfaction, views, concerns and issues about a variety of topics including access to care, access to specialty care, communications, expectations and other topics of importance to healthcare in the military. Surveys are distributed on a monthly basis with panel members participating in multiple surveys.	Active Duty Service Members in the United States.	Web based	About 8-10 multiple choice and open ended questions that should take around 10 minutes to complete	Zogby Analytics	N/A